

By entering the *Coliban Water Customer Experience Survey Prize Draw*, you are agreeing to the following terms and conditions:

1. Standard terms

- 1.1 Entrants must complete the online survey emailed to customers by Coliban Water and Customer Service Benchmarking Australia (CSBA).
- 1.2 Entrants must supply a mobile phone number.

2. Who can enter

- 2.1 Subject to Clause 2.2, entry is open to Coliban Water customers who complete an online survey sent to them by Coliban Water and CSBA and supply a mobile phone number.
- 2.2 Employees and family members of Coliban Water and our private contract partners can complete the online survey but are not eligible to enter the prize draw.

3. How to enter

- 3.1 The competition commences on Monday 11 March 2019 at 8am AEDST and concludes on Friday 31 May 2019 at 5pm AEDST.
- 3.2 The draw will take place within two business days after the closing date each month at the Coliban Water office, 37-45 Bridge Street Bendigo.

4. Prize

- 4.1 Prize is a \$50 Coles Myer gift card.
- 4.2 Prizes are not transferable or exchangeable and must be taken as awarded.

5. How to win

- 5.1 Complete the online survey and supply a mobile phone number.
- 5.2 One winner will be drawn at random at the end of March, April and May.
- 5.3 The winner will be notified by phone on the day of the draw. If we are unable to contact the winner by telephone, a letter will be issued advising of the prize.
- 5.4 Coliban Water's decision is final and will not enter into any correspondence regarding the result.

6. No liability

- 6.1 In the case of the intervention of any outside act, agent or event which prevents or significantly hinders Coliban Water's ability to proceed with the competition on the dates and in the manner described in these terms and conditions, Coliban Water may in its absolute discretion cancel the competition and recommence it from the start on the same conditions.
- 6.2 Coliban Water will take no responsibility for prizes damaged or lost in transit, or late, lost or misdirected mail.
- 6.3 Coliban Water assumes no responsibility for any error, omission, interruption, deletion, defect, or delay in operation or transmission; a communication line failure, unauthorised access, or alteration of, entries, and reserves the right to take any action that may be available.
- 6.4 If for any reason this competition is not capable of being conducted as reasonably anticipated, due to any reason beyond the reasonable control of Coliban Water including but not limited to, infection by computer virus, tampering, technical failures, unauthorised intervention or fraud or any other causes beyond the control of Coliban Water which corrupt or affect the administration security, fairness, integrity or proper conduct of this competition, Coliban Water reserves the right in its sole discretion to disqualify any individual who tampers with the entry process, take any action that may be available, and to cancel, terminate, modify or suspend the competition as appropriate.

7. Coliban Water details

- 7.1 Coliban Water is the promoter of this competition. 37-45 Bridge Street, Bendigo VIC 3552. Email CustomerExperience@coliban.com.au Phone 1300 363 200